DEPARTMENT OF INFORMATION TECHNOLOGY

ELLIOT SCHLANGER Secretary

July 1, 2009

The Honorable Marlene H. Dortch Secretary Federal Communications Commission 445 12th Street, Room TW-B204 Washington, DC 20554

Dear Secretary Dortch,

In accordance with CG Docket No. 03-123, the State of Maryland Department of Information Technology is submitting the annual consumer complaint log summary review for the 12-month period ending May 31, 2009.

From June 1, 2008, to May 31, 2009, Maryland Relay processed 2,082,915.20 minutes of service and Maryland Captioned Telephone Relay processed 679,755.30 minutes of service.

The total number of Maryland calls, by call type:

Traditional Telecommunication Relay Service (TRS)	639,234
Speech To Speech (STS)	2,902
Captioned Telephone	223,083

The following logs document customer complaints and contacts for the reporting period:

• Attachment 1: Hamilton Relay, recorded TRS complaints

Attachment 2: Maryland Relay Telecommunication Access of Maryland (TAM),

recorded complaints

• Attachment 3: Hamilton Relay, recorded Captioned Telephone complaints

While there were no complaints formally filed with the FCC during this reporting period, Maryland Relay continues to work with the FCC to clarify or resolve issues related to 47 CFR Part 64 as they arise.

Hamilton Relay's contract as the provider of Maryland TRS and Captioned Telephone Service began on June 1, 2007. The contract term is five years and will expire on May 31, 2012.

For questions or comments, please feel free to contact me at (410) 767-5891 or Brenda.Kelly-Frey@doit.state.md.us.

Sincerely,

Brenda Kelly-Frey, Assistant Director Telecommunications Access of Maryland Department of Information Technology

cc: Arlene Alexander, Federal Communications Commission Elliot Schlanger, Secretary, Department of Information Technology Stacia Cropper, Deputy State CIO, Department of Information Technology

Enclosures (3)

Attachment #1 June 2008-May 2009 Yearly Commission Report

CommendationsCompliments	36		
Commendations—Total	36		
Operational ComplaintsAccuracy	1		
Operational ComplaintsAnswer Performance	3		
Operational ComplaintsAttitude	10		
Operational ComplaintsConfidentiality	1		
Operational ComplaintsDelayed-Responses After GA	3		
Operational ComplaintsFailure to Comply	9		
Operational ComplaintsIn-Call Replacement	1		
Operational ComplaintsTransparency	1		
Operational ComplaintsVerbatim	1		
Operational Complaints—Total	30		
Other Customer IssuesApplication Requests for MAT	82		
Other Customer IssuesCustomer Dialed Wrong Number	432		
Other Customer IssuesInquiries / General Information	285		
Other Customer IssuesOutreach Requests	10		
Other Customer IssuesProfile Clarification	22		
Other Customer IssuesProfile Miscellaneous	10		
Other Customer IssuesProfile Set Up	55		
Other Customer IssuesProfile Update / Change	30		
Other Customer IssuesRequest To Block Any Call From	18		
Other Customer IssuesRequest To Test Customers' Call	56		
Other Customer Issues—Total	1000		
Technical ComplaintsAbruptly Disconnected Without Response	2		
Technical ComplaintsBilling	27		
Technical ComplaintsTechnical Issues With 7-1-1 problem	15		
Technical ComplaintsTechnical Issues With Equipment	21		
Technical ComplaintsTechnical Issues With VCO	18		
Technical Complaints—Total	83		
Total Number of Commandations/Complaints/Insuran	1149		
Total Number of Commendations/Complaints/Issues			
Total Number of Individual Customer Contacts	1047		

	ATTAC	HMENT				MARY 20	09					
											MAY '09	TOTAL
112	133	112	98	70	53	61	63	71	135	54	85	1047
				ISSUES/CC	MPI AINTS	S/COMMEN	DATIONS V	WITHIN COL	NTACTS			
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		0								0		1
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3	4	5	2	3	1	1	4	3	0	1	0	27
	0				0	0	0	0	0	0	0	0
4	3	1	3	2	0	0	4	1	1	1	1	21
3	4	1	1			1	0	3	0	0	0	15
5	4	3	0						0	0	2	18
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				0	^	0	0	0				
0	0	0	0		0			1 01	0	0	0	0
15			6	8	2	2	8	9	1	2	0 4 5	83
	16	10	6	8	2	2	8	9		2	4	
15	16	10 11	6	8 10	2	2	8	9	1 5	2	4	83
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Attachment #3 Maryland 2009 Captioned Telephone Customer Service Summary

Via Maryland Relay Customer Service Dept.

Total Number of Calls	74
CaptelOther	32
CaptelCompliments	7
Captel InquiryMiscellaneous	32
Captel ComplaintsMiscellaneous	1
Captel ComplaintsAccuracy	2

Via Captioned Telephone, Inc. (CTI) Customer Care Center

Account Login Failure	1
Billing - General	1
Consumer education – general	51
Dialing/Setup - Call Waiting	2
Dialing/Setup - Dialing Prefix	4
Disconnect/Reconnect during calls	3
Information `	3
Dialing Issue - Can't dial out in caption mode	3
Set up – General	69
Technical – General	6
Total Number of Calls Via CTI Customer Care Center	140

Grand Total Number of Calls

214